

# inside

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A City of San José Publication

Fall/Winter 2001

## Smart Growth: Imagine A City...



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## San José City Council

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### You're Invited to Meetings

The San José City Council meets at 1:30 p.m. every Tuesday, and at 7 p.m. on the first and third Tuesdays of the month.

The San José Redevelopment Agency meets every Tuesday following City Council meetings. All meetings are held in the Council Chambers at San José City Hall, 801 N. First St.

Meetings can also be viewed on the web at:

**[www.ci.san-jose.ca.us](http://www.ci.san-jose.ca.us)**

or on the City's cable TV station,

**Channel 37A**

Stay tuned ... and stay connected.

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Airport Noise	(408) 452-0707
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Building Permits	(408) 277-4541
Business Licenses	(408) 277-5051
Downtown Events Calendar	(408) 277-5144
First-Time Homebuyers Program	(408) 277-4900
Flood Zone Information	(408) 277-3133
Large Appliance Disposal	(408) 277-2700
Neighborhood Parking Problems	(408) 277-4304
Report Potholes	(408) 277-4373
San José InfoLine	(408) 277-8500
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# The changing face of San José libraries

**M**ove over, mega bookstores. The San José Public Library is changing the way it does business, adding more user-friendly features – and looking more like a bookstore. But the library can boast one thing a bookstore cannot: It's free.

Say goodbye to long tunnel-like shelves with nothing but spines – book titles, author names and call numbers – visible. Forget the idea that silence is sacred. The City of San José wants its libraries to be social gathering spots where it's okay to chat with your neighbors. There are even plans to put in latte stands and outdoor tables and chairs, where customers can linger over a book with some coffee and a muffin.

"The model that we have now is out of sync with what our customers want and need," said Dave Genesy, manager of the Santa Teresa Branch Library, the City's largest and most frequented branch. "We really have to change the way we do business while continuing to fulfill our traditional role in lifelong learning. We want to provide lots of information, great customer service, and a rich collection that is accessible to all ages, all in a more contemporary setting."

Santa Teresa is the first branch to implement these sweeping new changes. In line with its new user-friendly philosophy, customers are encouraged to sign up for Internet use, request their own books, and even check out their own materials on the library's new self-service machines. Personalized service is still available for those who want it, but most people are happy to help themselves, Genesy said. It's a convenient self-service approach that fits in well with the fast-paced, automated lifestyle most people in the Silicon Valley are used to.

And, with library customers finding their own books and using self-service check-out, employees can use the



extra time to provide value-added services like teaching seniors to use the Internet and offering more story times for children.

Santa Teresa started changing its look about a year ago. It seemed like such a simple idea, rearranging the way books are displayed, providing a more comfortable environment for library users to browse and hang out. The lobby opens up to a number of freestanding bookshelves, where best-selling books, videos, DVDs and CDs are displayed to capture a browser's attention. To the left is a large, children's section where stuffed animals hang from the ceiling and colorful picture books are piled by the basketful. To the right are the standard library tables for study or quiet time.

Last November a Library Bond was passed overwhelmingly by San Jose voters to replace the existing branch libraries and build six new ones. These new facilities will incorporate this new model. There will still be plenty of quiet places: study areas and reading rooms for those people who enjoy a quiet library. But there will also be spaces that work better for today's customers.. These will include an active central hub, a technology center, and a comfortable family place, where people with young children can mingle with other families and let their blooming readers explore.

"There will be something for everyone," said Genesy. "I think all libraries should be this way. Our libraries are so rich in ideas, information, people and books, it doesn't make sense not to be able to connect with others in this environment."

Use at all of San José's branch libraries has been on the rise – doubling in the past seven years. But Santa Teresa is the City's largest branch and boasts its highest circulation with well over 900,000 checkouts per year.

Genesy said the changes at Santa Teresa branch were prompted by two things: What customers want and limited resources to meet those needs.

**See *Library*, page 12**

# Residents reach recycling goal – Reward is simpler program in 2002

**B**y this time next year, San José residents will no longer need to sort their recyclables into separate bins or other containers. That's the most convenient new feature of Recycle Plus 2002, which will be launched next July and take a couple of months to fully implement.



**Recycling made easy—no more sorting!**

Mixed recycling has become possible through technology improvements at materials processing facilities. Modern new plants will be constructed in San José as part of the new collection program.

"It's a great reward for our residents, who've played a major role in helping us reach the state's goal--diverting 50 percent of the waste we

generate from landfills by the year 2000," said Ellen Ryan, Deputy Director for San José's Environmental Services Department. "The State is expected to announce the final statistics for last year sometime this fall, and we should be one of the cities that's well over the goal."

## **Simplified Recycling:**

- Residents in single-family homes will be getting wheeled recycling carts sometime between July and October 2002. These will be similar to the garbage carts now in use. Customers won't have to sort recyclables into four separate containers—a simpler process that will save time and avoid so much heavy lifting. (Cardboard and used motor oil will still be collected separately.)

- At multi-family complexes, the new program will start earlier—possibly as early as this fall—but will take some months to implement. New blue recycling bins that are larger than the existing blue carts will be distributed. Once they arrive, residents will no longer need to separate paper from mixed recyclables.

## **One-stop Collection:**

One truck with two compartments—one for garbage and one for

recyclables—will be used. This means fewer trucks and less traffic in your neighborhood. Plus, trucks will run on cleaner alternative fuels, such as biodiesel and PuriNOx, a cleaner burning diesel, for better air quality.

## **Yard Trimmings Cart Option:**

Residents will be able to subscribe to yard trimming collection in carts if they prefer, instead of placing leaves and grass in the street. Areas that now use tarps or cans because of special circumstances (such as red zones or bike lanes) will be given carts.

## **More Frequent Street**

**Sweeping:** Residential streets will be swept twice a month instead of once a month. This will result in cleaner neighborhoods. Creeks and streams should also benefit, since less dirt and other pollutants will flow down gutters and into storm sewers that empty into these waterways.

## **New blue recycling bins**

A packet will be mailed to residents in single-family homes early next year to help them select what size recycling and garbage cart they will need. Please don't start mixing all recyclables in your containers before next July! Multi-family residents need only keep an eye out for their new blue recycling bins. For more information about the new services, take a look at the Recycle Plus website ([www.sjrecycles.org](http://www.sjrecycles.org)) or call 277-2700.

# Police Auditor Office Is a Resource for Residents

One of the key findings of a community survey commissioned by the City of San José last November was this one: *Nearly three-fourths of those residents who had contact with a San José Police Department officer last year said that the officer was courteous and helpful—and two-thirds believed that the Police Department treated people fairly.*

Both the Police Department and the Office of the Independent Police Auditor point to increased efforts to improve community relations over the past year as one reason for this significant vote of public confidence.

The Office of the Independent Police Auditor (IPA) is where residents can file complaints about San José Police services if they feel they have been victimized or treated unfairly. This independent City office reports directly to the Mayor and City Council. Its primary mission is to review, monitor and audit the investigations of complaints conducted by the Internal Affairs Unit of the San José Police Department.

For convenient access, the Police Auditor's Office purposely located its operation downtown, close to several forms of public transportation. Also, in order to reach as many people as possible with information about the Office and the services it provides, the IPA added 14 new referral sites in 2000—in community centers and other facilities throughout the city frequently visited by the public.

The Independent Police Auditor continues to work with community and business groups, promoting awareness of the complaint process and of the resident's right to file a complaint. Last year, representatives from the Office made presentations at nearly 60 community events, several of them conducted for youth groups. The IPA often invites beat officers and members of the Internal Affairs Unit to attend these presentations, and has developed an expanded presentation in Spanish.

In the works is an educational brochure for young people, containing information about civil rights, police procedures, laws and suggested behavior when interacting with law enforcement officers.

A new voluntary mediation program, proposed by the IPA last year and approved by the City Council, began earlier this year, along with specialized communication courses for police officers, also recommended by

the IPA. Both programs help the Police Auditor's Office realize one of its goals—to take a proactive approach to civilian oversight of police practices, and to enhance the San José Police Department's culture of openness and its desire to focus on solutions.



Residents chat with Police Auditor

## The complaint process

If you feel you've been treated unfairly by a San José police officer, you will need the following information to file a complaint.

- Date of Incident
- Time of Incident
- Location of Incident

Contact the Office of the Independent Police Auditor—794-6226 (collect calls accepted), email: [Ind\\_Pol\\_Aud@ci.sj.ca.us](mailto:Ind_Pol_Aud@ci.sj.ca.us) or

Contact the Internal Affairs Unit of the San José Police Department—277-4094

Complaints can be made by phone, mail, or in person. Address of the Office of the Independent Police Auditor is 2 N. Second Street, Suite 93, San José, CA 95113.

Complaint forms are also available on the Independent Police Auditor's web site at [www.ci.san-jose.ca.us/ipa/home.html](http://www.ci.san-jose.ca.us/ipa/home.html).

# Smart Growth:

**Editor's Note: Last November, we surveyed San José residents to find out what you think of City services. While all ratings were positive, one area that you expressed concern about was how the City manages growth. Read on to learn more about how the City plans its growth and how those plans protect our community as we grow.**

Imagine a city where everyone feels safe; where parents walk their children to nearby schools, parks and libraries; where new housing is affordable for most; and where people live, work and play in a vibrant downtown.

Now imagine that city with a transportation system designed not just for cars, but also for bicycles, pedestrians and transit riders; and imagine a permanent greenbelt protecting the hills surrounding this city.

And finally, imagine this city has jobs for all of its residents and a tax base to pay for high quality public services—the trash gets collected, the streets get paved, the community centers provide youth programs, and police and fire protection is readily available.

What you've just imagined, is the "smart growth" vision for San José that has been guiding our city's development for nearly three decades. While still a work in progress, we have made impressive strides towards controlling the outward sprawl and expansion of the city that was typical in many fast growing cities after the Second World War. Now, our growth is targeted for downtown, transit corridors, and other strategic areas.

This is a significant change from the 1950s and '60s, a 20-year period when San José's population grew from 95,000 to more than 445,000 people, and the city's land area expanded from 17 to 137 square miles.

## General Plan

In 1975, the City Council created a plan to end this uncontrolled growth. In California, all cities and counties must have a General Plan to guide development. The *General Plan '75* established an Urban Service Area (USA) that defined where City services such as sanitary sewers, water, and storm sewers would be provided. Outside of this area – on hillsides, at the edges of the Bay, or in the southern reaches of the city – development at urban densities was not allowed.

Fostering balanced economic development became important to San José so the City could attract

and retain jobs for its residents, reducing long distance commutes across the County and ensuring a strong economy that is needed to pay for essential city services for existing neighborhoods. Land was set aside for future economic expansion in North San José and Edenvale.

While *GP '75* set policy direction for managing future growth, it also laid a framework for preserving existing neighborhoods. Since 1975, the San José City Council has adopted two major updates to the General Plan: *Horizon 2000* and *San José 2020*. Both Plans continue the land use strategies of the earlier Plan and reinforce them through additional policies.

"Our emphasis now is on achieving the most efficient use of land and ensuring a good quality of life in our community," said Laurel Prevetti, Acting Deputy Director of Planning Services for the City of

## Smart Growth and Transportation-Oriented Development

"Transit-Oriented Development," a key strategy in San José's Smart Growth plan, is designed to locate new housing and business ventures along public transit corridors (light rail, heavy rail, and bus lines) throughout the city.

"The goal is to place appropriate residential and retail developments within 2,000 feet of a transit station, which is considered to be a reasonable walking distance for most people," explained Jim Derryberry, recently retired Director of Planning for the City of San José. "Our hope is to increase the percentage of families with just one car."

That means the City has come full-circle from when it first experienced widespread growth in the early 1950s. Walking to school, stores, playgrounds, and even to jobs was typical in small towns and bigger cities throughout much of the history of the U.S.

Mixed land use—where jobs and homes and retail shops are integrated—is a return to "the good old days," according to Wayne Tanda, director of the Transportation Department. "Rather than hop into the car to go anywhere, people can walk or bicycle. It not only reduces traffic congestion, it uses less energy and generates less pollution."

Pat Colombe, a principal planner with the City, noted, "Low density development is at cross purposes with public transit. Instead we want to cluster people around any transportation option that provides fast, frequent, and reliable service."



# Imagine A City...

San José. "We are in a valley that is bounded by hillsides, baylands, and wetlands and most of the appropriate areas for development have already been built. Now, the focus on development is recycling land to new uses."

## Managing Growth for Quality of Life

The City is directing more intensive growth to Downtown and to corridors with light rail transit or major bus service, so that these areas can evolve to a more urban setting while protecting the character of San José's existing neighborhoods. This approach also protects hillsides and other sensitive lands from development pressure.

San José's continued focus on maintaining a high quality of life in neighborhoods has been demonstrated most recently through new programs to improve traffic safety, more attention improvements for bicyclists and pedestrians, the Strong Neighborhoods Initiative, and recent bond measures to improve and expand parks and libraries.

Joe Hedges, of the Office of Economic Development, said San José has become a model for other cities grappling with growth issues. "The challenges we are dealing with are the result of success," he noted. "We have what everyone else wants...but like a successful company, we have to continue to innovate and improve. That's progress."

Of course, any discussion of growth involves the issue of traffic congestion. The General Plan links San José's land use development with transportation infrastructure. "New housing is great," said Wayne Tanda, director of the City's

Transportation Department. "New jobs are great. But we must also be concerned about the livability quotient for our residents and be environmentally sensitive."

While there are no plans for new freeways in Santa Clara County, projects are underway to eliminate bottlenecks. This includes enhancing Highway 87 (Guadalupe Parkway) to a full freeway between Coleman Avenue and Highway 101, and a \$65 million investment in the Highway 80/Coleman Avenue interchange to improve access to the San José International Airport and Downtown.

In addition, San José has launched several initiatives to upgrade existing streets and sidewalks, and improve traffic flow on major thoroughfares. The City is in the sixth year of a 10-year program to catch up on deferred maintenance of streets. Additionally, a major emphasis is on using new technology to monitor and control signal lights and employ other technological tools to protect pedestrians and bicyclists

"There is a renewed focus on promoting bicycle use on city streets and bike paths and encouraging people to feel safe to walk," noted Tanda. "Most suburban cities are set up to move cars. Our job now is to encourage the use of alternative methods of transportation."

Growth of any kind raises questions of where it should go, how much of it should occur, and whether the infrastructure and services are in place to support it. These questions will remain part of the San José dialogue as we plan our future to meet population

## How to Get Involved

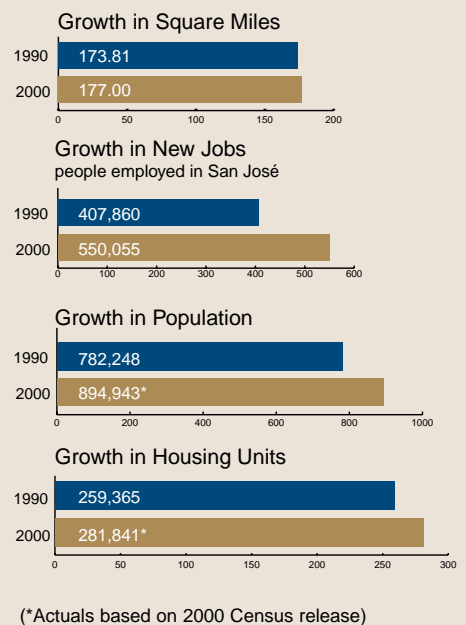
Want to know more about San José's Smart Growth strategies or participate in the plan? Here are a few suggestions on how to get involved:

Stay in touch with growth and development issues in the City: Log on to [www.ci.san-jose.ca.us/planning/sjplan](http://www.ci.san-jose.ca.us/planning/sjplan)

Participate in a regional discussion on growth issues through the Smart Growth Strategy/Regional Livability Footprint Project. Led by the Association of Bay Area Governments, this effort is evaluating different "futures" for the Bay Area, including smart growth. For more information, go to [www.abag.ca.gov/planning/smartgrowth](http://www.abag.ca.gov/planning/smartgrowth).

Learn more about smart growth principles at these sites: [www.smartgrowth.org](http://www.smartgrowth.org) and [www.cnu.org](http://www.cnu.org).

## Statistical graphs showing 10-year growth comparisons



increases from longer life spans, better health care for children, and a historic trend of migration to California.

Planning for housing and other growth in the right places, however, should result in San José meeting its long-held vision.



# Spotlight on City Services

*In each issue of Inside San José, we will highlight different City programs and services available to residents.*

## Organizing Your Neighborhood

**D**o you want to get your neighborhood organized, but don't know how to start? The City's Neighborhood Development Center can help you become a leader in your community.

The Center has many resources to put residents in touch with the City services and programs available for improving neighborhoods. There is a resource library of videos and books on such topics as grassroots fundraising and grants, tenant

rights, neighborhood organizing, and board development. The

Center's computers can be used for making newsletters and flyers, accessing the Internet, or creating web sites. Take advantage of the Center's many training opportunities and workshops to learn about using computers, organizing communities, creating newsletters, and fundraising.

Learn what City services are available to make your neighborhood a safer, more attractive

place to live, work and play. The Center operates the Neighborhood Academy to help residents improve their neighborhoods. This free Academy consists of four two-hour evening sessions. Register by phone, 277-5350, or online ([www.ci.san-jose.ca.us/PRNS/ns.htm](http://www.ci.san-jose.ca.us/PRNS/ns.htm)).

The Community Action & Pride Grants Program (CAP) provides technical assistance and financial support to help neighborhood organizations improve neighborhood conditions or address issues important to neighborhood quality of life. To apply for grant funding, contact the CAP Grant Office, 277-8689.

Neighborhood Development Center services are free to all San José residents. Some services are available in Spanish, Vietnamese and Cambodian. Stop by the Center or call.

### ***City of San José Neighborhood Development Center***

105 N Bascom Ave., Ste. 105  
277-5350

Hours: 8:30 a.m.-5 p.m.,  
Monday through Friday

## New Community Center Serves Westside

**M**odel airplanes buzz the ceiling and kids practice their jump shots at the Moreland West San José Community Center—the first community facility to boast a full-sized gym.

The center opened a year ago near the Westgate Mall, at Campbell and Fallbrook avenues. The facility, which also includes offices, a kitchen and two multi-purpose rooms, was built in collaboration with the Moreland School District on property adjoining Castro Middle School. Through this unique partnership, the school uses the gym during the day and the City has access to the center and the school campus in the evenings and on weekends.



Among activities the City offers at the new center are volleyball and basketball camps during the summer, youth dances, open gym nights and special classes, such as Light-Fight Airplane Model Building. In addition, community members participate in inner-city games, basketball leagues, adult sports, Special Olympics and Wheelchair Sports in the gym.

Moreland-West San Jose Community Center serves as a hub for Council District 1 and is the site for monthly meetings with various City service groups, such as libraries, police, rent control, Cypress Senior Center and council staff.

For more information about the facility, call 871-3820.





## Compost: Turn your spoils into rich soils

**F**all is the perfect season to start composting. Educational materials, free classes, and discounts on home compost bins are available to help get you started. By composting, you can help keep food and plant waste out of the landfill, save money on fertilizers, and improve the condition of soil in your yard.

The Santa Clara County Home Composting Education Program provides free classes and support to get you started and see that your efforts with composting are successful. They will teach you how to turn your leaves and garbage into garden gold. Upcoming free classes will be held from 10 a.m. to noon on Saturday, Oct. 13, and Saturday, Nov. 10, at Emma Prusch Farm Park. For more information, call Master Composters at 299-4147 or visit their web site ([www.reducewaste.org](http://www.reducewaste.org)).

The City of San José Environmental Services Department offers discounts on home compost bins to San José residents. Mention this story at either of the classes noted above to receive \$10 off any bin, or a free pound of worms with any Wriggly Wranch bin purchase. Offer good while supplies last.

The City's composting program provides how-to demonstrations to schools and community organizations. To schedule a presentation for your group, call 277-3780. For more information about the City's program, call San José Composts at 277-2989, or visit their web site ([www.recycleplus.org](http://www.recycleplus.org)).

## Budget Highlights

**R**esidents of San José will see a variety of improvements in neighborhoods, education programs, streets and housing as a result of this year's budget for the City of San José. Nearly \$1.1 billion has been earmarked for capital improvements in 2001-2002, including \$121.8 million for branch libraries and park projects that were approved by voters last November.

In addition, the Redevelopment Agency budget forecasts a five-year capital improvement plan for San José neighborhoods totaling \$100 million. Specifically, funds will be used for neighborhood projects identified as priorities by residents and businesses through the City's Strong Neighborhood Initiative.

### Among highlights of this year's budget are:

- More than 60 neighborhood improvement projects, including community and teen centers, street landscaping, street lighting near schools, and park and trail enhancements
- Expansion of City's anti-graffiti program
- Noise-proofing additional homes in neighborhoods near the San José International Airport
- Doubling the funding for Future Teacher Scholarships to encourage local college students to become teachers in San José
- Expansion of homework centers, so that centers are accessible to every child in San José
- Spending \$5 million for traffic calming projects in neighborhoods to improve safety for pedestrians and bicyclists
- Continuing commitment to leverage about \$300 million of Redevelopment Agency funds to create 6,000 affordable homes by 2004
- Expanding efforts to build homes for extremely low-income families, including a reserve of more than \$30 million next year for extremely low-income housing projects
- Increasing the number of qualified paramedics to fire companies
- Improving safety on school campuses in partnership with school administrators, teachers, students and families.

In spite of external economic factors, the City of San José continues to maintain a position of strong financial stability. This year's budget reflects the City's continued commitment to fiscal discipline and conservative financial management, in light of the changeable economy.

Earlier this year, as proof of the City's effective long-term financial strategies, San José was awarded the highest credit rating of California's largest cities. This achievement that will save taxpayers an estimated \$800,000 in interest costs on library and park bonds and allow the City to borrow at a lower interest rate.

# Volunteer Opportunities

## Airport Hosts

Following the Sept. 11 terrorist attacks in New York and Washington D.C., airports across the nation have had to change the way they operate. In San José, we moved quickly to put improved security measures and other important changes in place.

Working hand in hand with City staff, members of the Airport Host Volunteer Program played a key role in providing important information and assistance to passengers—something they do every day of the year.



**John Evans, Airport Volunteer**

John Evans is one of those who volunteers for the program.

Along with about 175 other Airport Host Volunteers, Evans helps out at two information booths and assists thousands of

passengers, answering questions that can range from common to comical.

"One first-time visitor asked me whether San José was big enough to have a Holiday Inn," Evans says. "She obviously was not aware that San José is the 11th largest city in the country. But, now she knows."

Like many other Airport volunteers, Evans signed on for the job because of a dual interest in travel and in people. That was four years ago. Since then, he's also taught classes to airline personnel on how to recognize and minimize passenger stress.

"It's important that you put yourself in the travelers' shoes and understand their concerns," he explains. "Signs around the Airport to help people find their way are not enough. Travelers need reassurance

from real people, and that's what we do."

The Airport Host Volunteer Program is jointly sponsored by the San José International Airport and the San José Convention and Visitors Bureau, which supervises the program. Since the program was created in 1965, Host volunteers have assisted thousands of passengers -- 200,000 last year alone. They're on hand when a child wanders away from a panicked parent, when a passenger suddenly needs medical attention, or when someone wants directions to the nearest mailbox. With more than 12 million passengers traveling through the Airport last year, the volunteers had plenty of opportunities to meet new folks and help them out.

To learn how to become an Airport volunteer, call 295-9600.

## Partners in Reading

Volunteers who are interested in helping other adults learn better reading and writing skills may sign up for the San José Public Library's adult literacy program, Partners in Reading. The program provides one-on-one tutoring for English-speaking residents who read or write below the ninth grade level. Tutoring takes place twice a week for one hour, with participants meeting at nearby branch libraries and other community sites.

Volunteer tutors must be at least 18 years old and be able to read and write English at a 12th grade level. Training for tutors is provided during a 15-hour workshop.

To sign up as a volunteer tutor for the Partners in Reading program, call 277-3230.

## Adopt-a-Park

Got a favorite trail you like to walk? Or a flower bed in a park that

always catches your eye? The City's Adopt-a-Park program gives volunteers the opportunity to care for and maintain certain areas within neighborhood parks and other open spaces on City property.

Among those who can adopt areas (such as sports fields, playgrounds, trails, trees and undeveloped parkland), are individuals, schools, church groups, youth and senior groups, scouts and businesses. Volunteers help care for their adopted areas by picking up litter, removing graffiti, sweeping courts and pathways, pulling weeds and reporting park hazards. In return, they receive an official Certificate of Adoption, Adopt-a-Park T-shirts, recognition from the City and a sign naming them as adopters after they perform at least 60 hours of volunteer work.

To find out more about the Adopt-a-Park program, call 277-4477.

## We Want Your Feedback

**W**e want to know what you think about our community newsletter, *Inside San José*. Our goal is to keep residents informed of City issues and aware of all the City services and programs available. But the effort is only worthwhile if it provides information that is useful and meaningful to you. Please send us your comments and suggestions.



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# Construction Update

## Recently Completed Projects

### San José International Airport

Opened new 11,050-foot Runway 30 in August. Benefits include greater efficiency and safety in airport operations.

### La Colina Park

Developed 24.6-acre park bounded by Los Pinos and Ansdell ways, Canoas Creek and Allegan Circle.

### Alum Rock Park

Renovated youth lot

### LoBue Park

Designed and constructed new neighborhood park at Sierra and Muirfield drives.

### PAL Stadium

Installed modular building at stadium, 680 S. 34th Street.

### Brokaw Road

Constructed median island from First Street to Junction Avenue.

Valley Transportation Authority has had groundbreaking events for three major road improvements this year. Most recent was the groundbreaking on the **Route 85/Route 87** interchange completion project that took place Sept. 6. The work is expected to be completed in August 2003.

Work has begun on the **Route 880 widening project**—a move that will widen I-880 in San José between U.S. 101 at North First Street and Montague Expressway from four lanes to six lanes. Construction will take place within the existing median, to include a new lane in each direction along with a center barrier. The project also includes a southbound auxiliary lane from U.S. 101 to North First Street and ramp improvements at the southbound Brokaw Road exit ramp. Work is expected to be complete in August 2003.

In addition, VTA began work to widen Highway 101 with two more lanes in each direction and complete the **interchange at 101 and 85** in South San José. This is scheduled for completion in 2002. Road work will be done in the median and mostly at night to reduce traffic impacts during construction.

Work on the **Hellyer Avenue roadway extension** has been initiated. Edenvale District improvements will incorporate interchange upgrades at Route 101 and Blossom Hill Road and at Route 101 and Hellyer Avenue, as well as the Silicon Valley Boulevard Bridge and many traffic improvements designed to help pedestrians and bicyclists.

Construction is just underway on the City's new **Animal Services Center**, located at 2750 Monterey Road. The 43,500-square foot facility will be used for animal control, sheltering, and adoption and veterinary services. The building is expected to open next year.

Groundbreaking for the new **Civic Center** is scheduled in the first

quarter of 2002, when construction begins on the building foundation and underground parking garage. The new facility will be located on the south side of Santa Clara Street, between 4th and 6th streets.

Design contracts have been awarded and community meetings have been held, or are planned, for several branch libraries under the **Library Bond Projects**. Libraries involved in this phase include the Berryessa, Blossom Hill and Central branches. A groundbreaking ceremony was held Oct. 6 for the new West Valley Branch Library.

Following construction, these new facilities will encompass 24,000 to 26,000 square feet.

Groundbreakings also have been held for improvements at **Playa Del Rey** and **Cahalan parks**, both of which are funded in part by the Parks Bond Projects.

The first phase of utility renovations at **Happy Hollow Park & Zoo** began after Labor Day. The project will focus on storm drainage, sewer system and domestic water lines. Work should be finished before the end of the year at the Branham Lane overcrossing, where a bicycle trail is being constructed connecting **Route 87 to Narvaez Avenue**.

Improvements at **Great Oaks Park** (Snow Drive, west of 101 and north of Branham Lane), including renovation of play area, security lighting and irrigation system, will begin in November. **Fire Station #20**, at the San José Airport, is undergoing remodeling and is expected to have a new look in about a year.







these new features and technologies will be incorporated—all part of the expansive improvement program funded by the library bond measure voters approved last November.

“Our libraries are becoming vibrant learning centers. We’re providing services, collections, and spaces to enable families, youth, and individuals to explore ideas and information throughout their lifetimes,” said Genesys.

## Library

Continued from page 3

Initially, Library staff took a close look at how services were presented and asked some hard questions: What can we stop doing? How can we use technology to help us? How can we streamline? Have more story times? Train seniors on the Internet? Stay open longer?

The new library pilot, based on a model at the Ironwood Branch library in Richmond, British Columbia, is just one example of how the San José Public Library has been working to put customer suggestions to work. The process involved intensive community outreach and getting customer feedback. It’s a continuing process to make sure the library is on the track to satisfy the most customers.

The Calabazas Library is next in line to implement the Innovative Branch Service Model. Over the next few years, changes will be incorporated at all of the City’s 17 branch libraries. As new branches are built and existing ones expanded,

## What do you think?

Weigh in with your comments and suggestions on the new library service model by visiting the library’s website at [www.sjpl.lib.ca.us](http://www.sjpl.lib.ca.us), or by filling out a suggestion card at the Santa Teresa branch, or calling 425-4801. ☀

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